

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B602) Implementation, Production and Opeartional Support for All Integrated Enterprise Management Program (IEMP) Applications and Other Financial Business Systems at Langley Research Center (LaRC)

TA No: SA001-Rev15

Task Area Monitor: **Alternate Task Area Monitor:**

NASA POC: None **Software Control Class:** Low Control

Type of Task: Non-Recurring Task

2. BACKGROUND

None required.

3. OBJECTIVE

The contractor shall provide implementation, production and operational support of the various applications associated with the IEM Program, and other Financial Business Systems as defined in this task assignment.

4. GENERAL IT SUPPORT SERVICES

Customer Support and IT Consultation and Training:

The Contractor shall provide technical support, consulting, coordination, and training in support of the applications associated with the IEM Program and other Financial Business Systems as defined. Activities under this task shall include:

1. Project Coordination Support

The contractor shall assist the government in defining data and information requirements, data sources, and capabilities of existing LaRC systems and their corresponding IEM Program modules. The contractor shall provide IEM Project Coordination Support to the LaRC IEMP Implementation Team. This support includes the development and maintenance of a LaRC IEM Project Schedule, development of related documentation, coordination of the multiple contractors/consultants supporting the Project Support and Business Readiness activities, and coordination with Agency level activities. The contractor shall also provide day to day administrative support to the project teams and to the CFO, Resource Management and Financial Management.

2. Training Support

The contractor shall design, develop, and revise training materials for systems and applications relevant to this task assignment. The contractor will schedule classes, arrange logistics for classes, conduct training, validate training effectiveness, and provide information for input to student records.

3. Integrated Asset Management/Project Systems Support

The Contractor shall provide the following support for the Center's IAM project: project management, administrative, scheduling, information technology (IT), technical support/consultation, information delivery, and training.

The project management support shall assist the IAM project manager at a minimum attend meetings/telecons, identify and monitor risks, and monitor the activities of the project when the IAM project manager is not available.

The administrative support shall, at a minimum, assist with scheduling team/Center meetings, ensure significant Center meetings and decisions are documented, and manage all Center IAM documentation within iView.

The scheduling support shall assist the CIPM in developing and tracking any required Center-specific activities to the Agency schedule and ensuring all Center activities remain on schedule.

IT support is needed to ensure the SAP software, which uses the same Internet Explorer version currently in operation for IEMP modules, poses no issues for LaRC considering each Center has its own infrastructure (e.g. firewall) and settings (e.g. cookies, JavaScript) which will need to be applied to the final solution implemented. Also, system administration/security profile support may be needed. (The Project has not yet determined how these areas will be controlled nor what profiles will be needed.)

Consultation/technical support consists of an understanding of the IAM data interfaces developed by the Agency Project team will need to be obtained in order to provide technical support and to assess what impacts the SAP software may have to existing Center-specific systems that currently integrate/interface with NEMS, NPDMS, NESS, and CHATS since these applications will be replaced. (It is not the intent of this Center IAM implementation effort to include support for actually modifying any potentially impacted Center systems identified. This effort will have to be requested by the affected system owner.) Technical support may consist of developing and testing conversion programs.

The information delivery support shall include serving as the IAM Reporting Lead and becoming familiar with the data, establishing bookmarks, assisting in system integration testing, and providing training.

The training support shall assist the IAM training lead with handling the logistics of scheduling and organizing Center-wide training events. Training shall also assist the Center project team with IAM classroom instruction.

Travel to Huntsville will be required for testing, training, and meetings.

4. eTravel Support

The Contractor shall provide the following support for the Center's eTravel project:

administrative, scheduling, information technology (IT), and, training. The administrative support shall, at a minimum, assist with scheduling team/Center meetings, ensure significant Center meetings and decisions are documented, and manage all Center eTravel documentation within iView. The scheduling support shall assist the CIPM in developing and tracking any required Center-specific activities to the Agency schedule and ensuring all Center activities remain on schedule. The training support shall assist the eTravel training lead with handling the logistics of scheduling and organizing Center-wide training events. Training shall also assist the Center project team with eTravel classroom instruction. IT support is needed to ensure the eTravel software (FedTraveler.com), which is projected to use the same Internet Explorer version currently in operation for IEMP modules, poses no issues for LaRC considering each Center has its own infrastructure (e.g. firewall) and settings (e.g. cookies, JavaScript) which will need to be applied to the final solution implemented. Also, system administration/security profile support may be needed. (The Project has not yet determined how these areas will be controlled nor what profiles will be needed.) The government anticipates there will not be any Center unique interfaces that will be impacted due to eTravel. Travel to Huntsville will be required for training and testing.

5.Center Business Process Lead (CBPL) Support

The Contractor shall support the LaRC Center Business Process Lead (CBPL) in performing the following responsibilities:

Act as liaison to the IEMP Competency Center

Identification of issues and proposed solutions; these may result from process changes, workarounds, software □breaks□

Proposing, understanding and/or implementing business process improvements

Resolution of Center-specific support issues (e.g., Help Desk ticket resolution, Service Request (SR) creation in Remedy and monitoring)

Evaluation and testing of all changes to the Center configuration (e.g., software releases, service requests). The Contractor shall work with the IEMP Competency Center and the CBPL to communicate release changes to the appropriate user community.

Support in metrics collection and reporting, communications and other CBPL duties as requested.

Support the Fiscal Year-End/Start-Up Committee.

Provide ongoing user instruction and support

Understand the business processes and field □how to□ questions directly or as they are received through the Help Desk

Assist the IEMP Competency Center and Super Users in troubleshooting problems

Test changes and new functionality upon request by the IEMP Competency Center

Act as the liaison between the functional offices and the CBPL

Keep apprised of current functional process changes and issues via regular Agency Super User teleconferences with the IEMP Competency Center

Conduct instructor-led training and assist user training needs

Interaction with the network of LaRC Super Users; assist them in month-end, year-end and day-to-day activities

6. Information Delivery Support

The Contractor shall provide business process knowledge to support end-users with existing reports, as well as, design and develop additional reports or queries as requested. The Contractor will work with the Information Delivery Lead, the Center Business Process Lead, Super Users and/or Process Owners to develop, prioritize, design and implement new reporting requirements.

7. Bankcard Validation

As part of NASA's implementation of the IEM Core Financial module, government purchases via credit cards are handled through an interface between the Bank of America electronic invoice system, P-Card system and SAP R/3. Due to a variety of reasons, P-Card transaction data reconciled with the Bank of America billing information does not balance with the SAP R/3 created Purchase Orders. As a result, an Agency-wide validation process has been developed to detect the variances. The Contractor shall be responsible for performing the validation tasks, which will occur after the bankcard transactions are reconciled by the cardholders and approved by the approving officials. The reconciliation process typically begins around the 24th or 25th of each month, and users are allowed between 7-10 days to complete the reconciliation and approval steps. Once this is completed, the validation process can begin and must be completed no later than the 24th or 25th of the next month in order to enable timely payment through SAP R/3 by NASA LaRC's Financial Management Accounts Payable Office. The bankcard validation process is fully documented. Using these standard processes and the EAI File Upload Tool Reports, the Contractor shall be responsible for completing the monthly validation of P-Card Transactions according to the time line outlined above. The objective of the validation shall be to "balance" the different sources of information so that there are no outstanding debits or credits that would have to be paid or credited outside of SAP R/3.

The Contractor will forward all trouble tickets related to bankcard to the LaRC Purchase Card Coordinator for resolution. The Contractor will be responsible for updating the trouble ticket system with status and resolution of the applicable trouble ticket(s).

8. Office of Procurement IEM Coordinator

The Contractor shall support Purchasing, Office of Procurement, in the following areas:

Reconcile AMS data with SAP data - will require ability to run AMS reports, SAP and/or BW reports, understanding the data obtained from these reports, and working with cognizant OP

personnel to reconcile differences between the two systems. The latter may require coordinating document reversal activity amongst Finance, Logistics, Procurement and Requisitioners.

Assist in developing and communicating process/policy changes to end users and coordinate changes with other IEMP sub processes, as needed

Coordinate activities, e.g., document reversals, across organizational boundaries

Enter Service Requests for Procurement end users as needed to report problem/fixes or to correct actions

Assist users with proper IEMP Core Financial application considering procurement policy and procedures and system capabilities/functionality

PO release strategy configuration

9. OCFO Organizational Support

The Contractor shall provide support for NASA LaRC's OCFO by:

Work with Financial Management (FM) to define the correct set of reporting metrics to measure center performance

Identify the optimal set of reports (IEMP SAP R/3 and Business Warehouse) to be used for financial management decision making

Utilize available Integrated Enterprise Management Program (IEMP) Tools to develop Standard Reporting

Utilize Oracle Web-Based Reporting to analyze IEMP data

Document FM IEMP Business Processes using Flowcharting Software

Reconcile SAP General Ledger Property Accounts to various NASA Legacy Property Systems (Legacy systems such as NSMS and NEMS with SAP)

Identify process improvements and assist with the implementation

Assist in developing Standard Operating Procedures (SOP) or updating existing SOPs

Assist in the periodic physical review of real and personal property. This activity may involve a minimal amount of travel to contractor sites (5%) (In support of the Asset Management Implementation, making sure the data is accurate prior to implementation of the system).

Coordinating the Institution Budget Configuration Control Process.

Maintaining the Institution Monthly Status Reports by pool/subpool for the CFO Review.

Running weekly/monthly BW queries and preparing CM&O reports

Maintaining the CM&O Guidelines spreadsheet
Participating on Special Project Teams to determine standard best practices and tools for RM.

Providing support to CM&O team by:

Running BW queries and preparing month-end CM&O reports.

Maintaining the CM&O Guidelines spreadsheet.

Maintaining the CM&O Monthly Status Reports for the Business Organizations.

Providing support to the Budget Formulation Lead and Workforce Team by developing and updating spreadsheets, as needed.

Compiling data call responses.

Evaluating the financial management policies, processes, and controls at the Center and providing recommendations for improvement in the areas reviewed.

10. Support for Retired Systems

As a result of the IEM SAP Core Financial and the eGovernment ePayroll implementations, a number of applications have been placed in read-only or limited use mode. These applications will require minimal support to maintain or extract data from over the course of this Task Assignment.

These applications are as follows:

Time and Distribution System (TADS) replaced 10/2002
Electronic Purchase Request System (EPRS), Financial Management System (FMS, Financial Core, Fixed Assets, Job Order, and Invoice Payment - replaced 6/23/2003
Labor Distribution System (Manpower) - replaced 10/2005

General IT Support Services Performance Metrics

Performance Standard: Identification of issues has resulted in improvement or was forwarded to the IEMP Competency Center for resolution.

Performance Metrics:

Exceeds: Issues have been identified and contractor identified solution has been implemented or is in process.

Meets: Issues and solutions have been identified, but no selection has been made or another solution was selected.

Fails: No recommended solution provided to issues identified.

Performance Standard: Deliverables are submitted in a timely manner.

Performance Metrics:

Exceeds: 75% of deliverables are submitted in advance of the due date and the

remainder are submitted on the due date

Meets: All deliverables are complete and delivered on the due date.

Fails: At least one deliverable is not complete, or delivered on the due date.

Performance Standard: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete.

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.

Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better.

Fails: Any of the requirements are not met, or students rate teaching proficiency as unsatisfactory.

Performance Standard: Deliverables are accurate and meet project requirements and acceptance criteria.

Performance Metrics:

Exceeds: All deliverables are accurate and meet the requirements and acceptance criteria defined per deliverable.

Meets: 90% of deliverables are accurate and meet the requirements and acceptance criteria. Only minor deficiencies are found that are readily correctable within the development schedule.

Fails: Deficiencies are found that will result in schedule delays to correct.

Performance Standard: Contractor shall provide sound technical advice on hardware, software, printer, and infrastructure configurations. When appropriate, the contractor shall provide impact analysis when technical issues/problem arise.

Performance Metrics:

Exceeds: Contractor provides advice that results in identified improvements or savings.

Meets: Contractor provides advice with no adverse impacts to technical configurations.

Fails: Contractor provides advice, which results in adverse impacts to technical configurations.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternatives are required to attend: the NASA Technical Monitor and Contractor Lead assigned to the task. Task schedule, staffing, cost and technical performance will be discussed. The Contractor shall maintain minutes and at each meeting, the minutes from the previous meeting will be reviewed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/01 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

Within two weeks from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel, agreement with the attached task list and schedule, and the associated estimated labor hours and cost. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

14. FUNDING INFORMATION

Funding last submitted on 08/15/2008.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Meeting Minutes	Four(4) business days following the meeting
2	Biweekly status report of activities accomplished by each contractor who has worked in support of this task	Four(4) business days following the end of the biweekly reporting period
3	Test Scenarios	Ten (10) business days prior to execution of any testing activity covered within the test scenario
4	Test Results	Five (5) business days following the execution of the last test scenario covered in a given testing event
5	Interface Documentation (Interface Control Documents, Testing Results, and other related documentation)	As required in the implementation schedule
6	Training Plan	30 days prior to start of training
7	Training Metrics - attendees, courses offered, courses required, and other pertinent training statistics required to effectively manage the project's training requirements	Two (2) business days following the week being reported.

17. FILE ATTACHMENTS

None.